



IAPD Report

Michelle Renee Smith

CRD# 6748799

<u>Section Title</u>	<u>Page(s)</u>
Report Summary	1
Qualifications	2 - 3
Registration and Employment History	4 - 5
Disclosure Information	6



When communicating online or investing with any professional, make sure you know who you're dealing with. [Imposters](#) might link to sites like BrokerCheck from [phishing](#) or similar scam websites, or through [social media](#), trying to steal your personal information or your money.

Please contact FINRA with any concerns.



IAPD Information About Representatives

IAPD offers information on all current-and many former representatives. Investors are strongly encouraged to use IAPD to check the background of representatives before deciding to conduct, or continue to conduct, business with them.

What is included in a IAPD report?

IAPD reports for individual representatives include information such as employment history, professional qualifications, disciplinary actions, criminal convictions, civil judgments and arbitration awards.

It is important to note that the information contained in an IAPD report may include pending actions or allegations that may be contested, unresolved or unproven. In the end, these actions or allegations may be resolved in favor of the representative, or concluded through a negotiated settlement with no admission or finding of wrongdoing.

Where did this information come from?

The information contained in IAPD comes from the Investment Adviser Registration Depository (IARD) and FINRA's Central Registration Depository, or CRD, (see more on CRD below) and is a combination of:

- information the states require representatives and firms to submit as part of the registration and licensing process, and
- information that state regulators report regarding disciplinary actions or allegations against representatives.

How current is this information?

Generally, representatives are required to update their professional and disciplinary information in IARD within 30 days.

Need help interpreting this report?

For help understanding how to read this report, please consult NASAA's IAPD Tips page <http://www.nasaa.org/IAPD/IARReports.cfm>

What if I want to check the background of an Individual Broker or Brokerage Firm?

To check the background of an Individual Broker or Brokerage firm, you can search for the firm or individual in IAPD. If your search is successful, click on the link provided to view the available licensing and registration information in FINRA's BrokerCheck website.

Are there other resources I can use to check the background of investment professionals?

It is recommended that you learn as much as possible about an individual representative or Investment Adviser firm before deciding to work with them. Your state securities regulator can help you research individuals and certain firms doing business in your state. The contact information for state securities regulators can be found on the website of the North American Securities Administrators Association <http://www.nasaa.org>



Report Summary

Michelle Renee Smith (CRD# 6748799)

The report summary provides an overview of the representative's professional background and conduct. The information contained in this report has been provided by the representative, investment adviser and/or securities firms, and/or securities regulators as part of the states' investment adviser registration and licensing process. The information contained in this report was last updated by the representative, a previous employing firm, or a securities regulator on **10/09/2025**.

CURRENT EMPLOYERS

	Firm	CRD#	Registered Since
B	BANKERS LIFE SECURITIES, INC.	CRD# 173962	03/30/2017
IA	BANKERS LIFE ADVISORY SERVICES, INC.	CRD# 281285	07/10/2017

QUALIFICATIONS

This representative is currently registered in **1** SRO(s) and **2** jurisdiction(s).

Is this representative currently Inactive or Suspended with any regulator? **No**

Note: Not all jurisdictions require IAR registration or may have an exemption from registration.

Additional information including this individual's qualification examinations and professional designations is available in the Detailed Report.

REGISTRATION HISTORY

This representative was previously registered with the following firm(s):

FIRM	CRD#	LOCATION	REGISTRATION DATES
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No information reported.

For additional registration and employment history details as reported by the individual, refer to the Registration and Employment History section of the Detailed Report.

DISCLOSURE INFORMATION

Disclosure events include certain criminal charges and convictions, formal investigations and disciplinary actions initiated by regulators, customer disputes and arbitrations, and financial disclosures such as bankruptcies and unpaid judgments or liens.

Are there events disclosed about this representative? **Yes**

The following types of events are disclosed about this representative:

Type	Count
Customer Dispute	1



Qualifications

REGISTRATIONS

This section provides the SRO, states and U.S. territories in which the representative is currently registered and licensed, the category of each registration, and the date on which the registration becomes effective. This section also provides, for each firm with which the representative is currently employed, the address of each location where the representative works. This individual is currently registered with 2 jurisdiction(s) and 1 SRO(s) through his or her employer(s).

Employment 1 of 2

Firm Name: **BANKERS LIFE SECURITIES, INC.**
Main Address: 303 E WACKER DRIVE
STE 500
CHICAGO, IL 60601
Firm ID#: 173962

Regulator	Registration	Status	Date
B FINRA	General Securities Representative	Approved	03/30/2017
B Pennsylvania	Agent	Approved	07/10/2017
B South Carolina	Agent	Approved	02/07/2019

Branch Office Locations

1000 Commerce Park Drive Ste 301
Williamsport, PA 17701

Employment 2 of 2

Firm Name: **BANKERS LIFE ADVISORY SERVICES, INC.**
Main Address: 303 E. WACKER DRIVE
STE 500
CHICAGO, IL 60601
Firm ID#: 281285

Regulator	Registration	Status	Date
IA Pennsylvania	Investment Adviser Representative	Approved	07/10/2017

Branch Office Locations

BANKERS LIFE ADVISORY SERVICES, INC.
1000 Commerce Park Drive Ste 301
Williamsport, PA 17701



Qualifications

PASSED INDUSTRY EXAMS

This section includes all industry exams that the representative has passed. Under limited circumstances, a representative may attain registration after receiving an exam waiver based on a combination of exams the representative has passed and qualifying work experience. Likewise a new exam requirement may be grandfathered based on a representative's specific qualifying work experience. Exam waivers and grandfathering are not included below.

This individual has passed 0 principal/supervisory exams, 2 general industry/product exams, and 1 state securities law exam.

Principal/Supervisory Exams

Exam	Category	Date
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No information reported.

General Industry/Product Exams

Exam	Category	Date
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Securities Industry Essentials Examination (SIE)	SIE	10/01/2018
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General Securities Representative Examination (S7)	Series 7	03/30/2017
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State Securities Law Exams

Exam	Category	Date
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Uniform Combined State Law Examination (S66)	Series 66	07/08/2017
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PROFESSIONAL DESIGNATIONS

This section details that the representative has reported **0** professional designation(s).

No information reported.



Registration & Employment History

PREVIOUSLY REGISTERED WITH THE FOLLOWING FIRMS

This representative held registrations with the following firms:

No information reported.

EMPLOYMENT HISTORY

Below is the representative's employment history for up to the last 10 years.

Employment Dates	Employer Name	Position	Investment Related	Employer Location
07/2017 - Present	Bankers Life Advisory Services	Financial Advisor	Y	Williamsport, PA, United States
02/2017 - Present	Bankers Life Securities Inc	REGISTERED REPRESENTATIVE	Y	Williamsport, PA, United States
12/2015 - Present	St. John's Lutheran Church	treasure (I am a member of this church)	N	Montgomery, PA, United States
12/2015 - Present	St. John'sLutheran Church	Treasurer	N	Montgomery, PA, United States
09/2015 - Present	McNeal Steel LLC	Book keeper	N	Milton, PA, United States
01/2011 - Present	Bankers Life	Agent	N	Williamsport, PA, United States
08/2008 - 11/2020	Pizza Hut	waitress	N	Williamsport, PA, United States
04/2006 - 11/2020	Pizza Hut	waitress (on Sundays only)	N	Williamsport, PA, United States
09/2015 - 12/2018	McNeal Steel LLC	book keeper (2/4 hours per week)	N	Milton, PA, United States

OTHER BUSINESS ACTIVITIES

This section includes information, if any, as provided by the representative regarding other business activities the representative is currently engaged in either as a proprietor, partner, officer, director, employee, trustee, agent, or otherwise. This section does not include non-investment related activity that is exclusively charitable, civic, religious, or fraternal and is recognized as tax exempt.

BANKERS LIFE

POSITION: UFT NATURE: 1099 contracted insurance agent. I hold a life, annuities, ltc and medicare suppicments and advantage plans. INVESTMENT RELATED: No NUMBER OF HOURS: 40 SECURITIES TRADING HOURS: 5 START DATE: 01/06/2011

ADDRESS: 1000 Commerce Park Dr, ste 301, Williamsport PA 17756, United States

DESCRIPTION: Recruit and train insurance agents. I am also appointed with KFA through BLC which allows agents to write business for Medicare Supplement, Annuity and Equity Indexed annuity insurance products, life insurance, health and LTC.

ST JOHN CEMETERY ASSOCIATION



Registration & Employment History



OTHER BUSINESS ACTIVITIES

POSITION: Treasurer NATURE: Cemetery. Money comes in for graves, opening and closings. Expense like mowing and snow removal. There are no employees just volunteers. Two signers on all checks. INVESTMENT RELATED: No NUMBER OF HOURS: 2 SECURITIES TRADING HOURS: 0 START DATE: 08/01/2023

ADDRESS: 196 Brick Church Rd, Montgomery PA 17752, United States

DESCRIPTION: Pay any bills that come in and balance the check book. Volunteer run with no compensation. I will write a check when I am presented a bill. The check requires 2 signatures of the 3 signers on the account.

ST. JOHN'S LUTHERAN CHURCH

POSITION: Treasurer NATURE: Non profit church INVESTMENT RELATED: No NUMBER OF HOURS: 10 SECURITIES TRADING HOURS: 0 START DATE: 12/01/2015

ADDRESS: 196 Brick Church Rd, Montgomery PA 17754, United States

DESCRIPTION: A/R, A/P, Payroll checks, issue W-2s, file 941, file State and local taxes. We have 5 part time employees including myself. I also enter the budget information. There are mandatory two signers for check writing. no cash withdrawals from the account allowed. The church council counts the money and I record it, fill out the deposit slip and hand it to one of the countersigners in the room and that person takes it to the bank.



Disclosure Summary

Disclosure Information

What you should know about reported disclosure events:

(1) Certain thresholds must be met before an event is reported to IARD, for example:

- A law enforcement agency must file formal charges before an Investment Adviser Representative is required to report a particular criminal event.;
- A customer dispute must involve allegations that an Investment Adviser Representative engaged in activity that violates certain rules or conduct governing the industry and that the activity resulted in damages of at least \$5,000.

(2) Disclosure events in IAPD reports come from different sources:

As mentioned in the "About IAPD" section on page 1 of this report, information contained in IAPD comes from Investment Adviser Representatives, firms and regulators. When more than one of these sources reports information for the same disclosure event, all versions of the event will appear in the IAPD report. The different versions will be separated by a solid line with the reporting source labeled.

(3) There are different statuses and dispositions for disclosure events:

- A disclosure event may have a status of *pending*, *on appeal*, or *final*.
 - A "pending" disclosure event involves allegations that have not been proven or formally adjudicated.
 - A disclosure event that is "on appeal" involves allegations that have been adjudicated but are currently being appealed.
 - A "final" disclosure event has been concluded and its resolution is not subject to change.
- A final disclosure event generally has a disposition of *adjudicated*, *settled* or *otherwise resolved*.
 - An "adjudicated" matter includes a disposition by (1) a court of law in a criminal or civil matter, or (2) an administrative panel in an action brought by a regulator that is contested by the party charged with some alleged wrongdoing.
 - A "settled" matter generally represents a disposition wherein the parties involved in a dispute reach an agreement to resolve the matter. Please note that Investment Adviser Representatives and firms may choose to settle customer disputes or regulatory matters for business or other reasons.
 - A "resolved" matter usually includes a disposition wherein no payment is made to the customer or there is no finding of wrongdoing on the part of the Investment Adviser Representative. Such matters generally involve customer disputes.

(4) You may wish to contact the Investment Adviser Representatives to obtain further information regarding any of the disclosure events contained in this IAPD report.



DISCLOSURE EVENT DETAILS

When evaluating this information, please keep in mind that some items may involve pending actions or allegations that may be contested and have not been resolved or proven. The event may, in the end, be withdrawn, dismissed, resolved in favor of the Investment Adviser Representative, or concluded through a negotiated settlement with no admission or finding of wrongdoing.

This report provides the information exactly as it was reported to the Investment Adviser Registration Depository. Some of the specific data fields contained in the report may be blank if the information was not provided.

The following types of events are disclosed about this representative:

Type	Count
Customer Dispute	1

Customer Dispute

This section provides information regarding a customer dispute that was reported to the Investment Adviser Registration Depository (IARD) by the Investment Adviser Representative (IAR), an investment adviser and/or securities firm, and/or a securities regulator. The event may include a consumer-initiated, investment-related complaint, arbitration proceeding or civil suit that contains allegations of sales practice violations against the individual.

The customer dispute may be pending or may have resulted in a civil judgment, arbitration award, monetary settlement, closure without action, withdrawal, dismissal, denial, or other outcome.

Disclosure 1 of 1

Reporting Source: Individual

Employing firm when activities occurred which led to the complaint: BANKERS LIFE SECURITIES, INC.

Allegations: In a written complaint received on August 21, 2023 , addressed to Bankers Life and Casualty Company (BLC), an affiliated insurance company, client alleged his financial representative misrepresented the terms of a Guaranteed Life Income Annuity (GLIA), as well as a Premium Bonus Indexed Annuity (PBIA), purchased from BLC in December of 2021 and October of 2022 respectively. Client alleged that it was his understanding he could take out money when he needed to, with a small penalty, however was not aware of the 10 year waiting period. Client further alleged he was unaware of the 30-day free look period in which he could change his mind. The client asked to surrender his policies and for BLC to refund his money without incurring a surrender penalty. BLC determined that the terms of the annuities were disclosed to the client, the annuities were a suitable recommendation. BLC denied the complaint. While the annuities sold to the client were not a security and were issued by BLC, the Firm is reporting this complaint because the source of funding for annuities came from the sale of securities recommended by a financial representative of the Firm. BLS reviewed the recommendation to liquidate and based on the client's needs found the recommendation to be in the client's best interest.

Product Type: Annuity-Fixed

Alleged Damages: \$10,837.00

Is this an oral complaint? No

Is this a written complaint? Yes



Is this an arbitration/CFTC reparation or civil litigation? No

Customer Complaint Information

Date Complaint Received: 08/21/2023

Complaint Pending? No

Status: Denied

Status Date: 09/12/2023

Settlement Amount:

Individual Contribution Amount:

Broker Statement

At the beginning of each FA appointment, I do a Fact Finder. We review what the clients plans and goals are for each investment and what they want each investment to do for them. When deciding on an annuity I review the entire brochure with the prospect. Including How the index values are calculated, the 2 riders, probate & I go over the surrender schedule and give examples as to how it works from taking only the 10% annual premium penalty free withdrawal, to examples of more than 10% in various years and surrendering the contract. We go over each disclosure page of the annuity together and have the client initial the surrender schedule, the fact that if no withdrawals are made the value of the account cannot go down and other sections of the disclosure. I confirm the clients understanding along the way. When I complete the application, I again ask if there are any questions. Answer questions if any. The client has a 30-day free look to change their mind. When I deliver the policy, I review all of the above again and show them in the contract what we discussed. Again I remind them of the following, 30-day free look, surrender schedule, riders and how the company calculates the indexing credits.



End of Report

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